

**CITY OF BURBANK
COMMUNITY DEVELOPMENT DEPARTMENT
HOUSING AND ECONOMIC DEVELOPMENT DIVISION**

**PILOT WORK INITIATIVE PROGRAM (WIP)
FOR THE HOMELESS**

PROGRAM MODEL

SCOPE/STATEMENT OF WORK

Burbank has a long history of providing services to alleviate homelessness. This has come largely through the support of local service providers, programs, and public entities that serve homeless persons and those at-risk of homelessness. To augment these existing services, the City is proposing to expand our efforts with a greater emphasis on homeless veterans and families to assist with their successful transition toward self-sufficiency.

Project Description

The Proposer is to provide motivated persons who are in a homeless situation, an avenue to transition back to mainstream society by offering workplace training and support. WIP will accomplish this through: 1) an experienced program operator; 2) local partnerships with non-profits, businesses, and other stakeholders; 3) designing a three tier program; and 4) leveraging other funding opportunities to create employment and housing opportunities.

Provider Expertise/Local Partnerships

The Proposer will need to have experience with building effective partnerships in moving homeless toward self-sufficiency. The Proposer must involve an all-hands approach with an emphasis on “work readiness” in entry level positions such as food services, maintenance, customer service, etc. WIP requires an experienced operator that is capable of quickly assessing community needs, collaborating with local stakeholders, and establishing key partnerships, all with the goal of full program start-up in three to four months.

A Three-Tier Program Model

Tier 1

The Proposer will need to demonstrate their ability a successful Three-Tier Program Model, or its equivalent. The model allows for all prospective participants to demonstrate their commitment before being selected to enter WIP by attending meetings and joining a waitlist of prospective volunteers. Attending the meetings will be mandatory in order to become a participant. The process of meetings allows

prospective participants to learn about WIP and associate with team members, as well as determine if they are committed to changing their lives. This is the initial level of screening for successful participants.

Tier 2

Once a person becomes a participant of WIP, a volunteer will work up to 20 hours per week and will be rewarded with vouchers that can be used for the purchase of food and shelter among other necessities. The operator of WIP will supervise participants and monitor that participants are utilizing the vouchers toward food and housing through case management. A key element under Tier 2 includes housing assistance in locating transitional and permanent affordable housing units. The operator of the program will be required to coordinate referrals and placements into housing. The operator will perform housing visits and follow-up case management to minimize a participant's return to homelessness.

Tier 3

The third tier includes the operator of WIP creating job opportunities for the participants by: 1) increasing their job skills; 2) constructing resumes with the help of professional volunteers; 3) job coaching; and 4) transitioning the participant into permanent employment. This professional development process is designed to build elementary job skills, then building upon those skills with the goal of long-term permanent employment.

Outcomes and Evaluation

The Proposer will need to describe the estimated number of participants to be served under the program, preserving jobs, transitioning participants back into mainstream society, how new jobs or contracts for hiring of participants will be developed, creating new supportive resources, and how program sustainability will be achieved.

Partners

The Proposer will need to focus on collaborating with: 1) local non-profits and other key stakeholders; 2) City departments; and 3) businesses to create partnerships to serve the homeless community. Partnerships with non-profits and other stakeholders include:

- Burbank Coordinating Council;
- Burbank Housing Corporation;
- Burbank Police Department's Quality of Life Unit;
- Burbank Temporary Aid Center;
- Burbank Unified School District;
- Family Promise of East San Fernando Valley;
- Family Service Agency of Burbank;
- Los Angeles Homeless Services Authority;
- Other corporate partners;
- Providence Saint Joseph's Medical Center; and
- United Way of Greater Los Angeles.